54569

Date: 4/21/99 10:52 AM

Sender: "Chris C. Demchak" <demchak@azstarnet.com>

To: 9-NPRM-CMTS
Priority: Normal

Sincerely,

Dr. Chris C. Demchak

Subject:New Profiling MUST have A Watchdog!

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In July of 1998 I traveled from Arizona to Israel and back through = Frankfurt airport. Because my tickets differed in who paid for them (I = am a professor and was on two different grants), the United Airlines = security guard decided I looked suspicious. When he seemed unable to = understand this situation, I showed that I was also a US Army Reserve = Officer. At that point he seemed determined to "tag" me to show he = could not have made a mistake. NOT only was I humiliated while he took = an hour and a half to go through every single thing in my luggage 10 = feet from other passengers waiting in line, I was also later further = humiliated by being personally taken out of the line at the boarding = gate and further frisked!. As a female professor, I was particularly = upset to have my private articles handled by this goof trying to justify = a major error in his "profiling". Needless to say, they found nothing. = When I wrote a letter to United airlines, the response was dismissive, = saying merely that the poorly educated young man was 'just doing his = job". = 20

Now, having traveled to and from Israel a number of times, I know = what good security checks are and what are idiotic implementations of = that. As he was pointlessly continuing through my luggage, the line of = clients standing to get through the now short-handed security staff grew = and grew. Had I missed my flight, I would have sued United in any way = or shape that I could. Instead I merely avoid the airline with a = passion and encourage my colleagues and students to do the same. As = United grows in the market, the likelihood of abuses will grow unless = there are constantly attentive watchdog organizations.

Associate Professor University of Arizona College of Business and Public Administration. ----- NextPart 001 005B 01BE8BE4.FC7CE340 Content-Type: text/html; charset="iso-8859-1" Content-Transfer-Encoding: quoted-printable <!DOCTYPE HTML PUBLIC "-//W3C//DTD W3 HTML//EN"> <HTML> <HEAD> <META content=3Dtext/html;charset=3Diso-8859-1 =</pre> http-equiv=3DContent-Type> <META content=3D'"MSHTML 4.72.3110.7"' name=3DGENERATOR> </HEAD> <BODY bgColor=3D#ffffff> <DIV> In July of 1998 I = traveled=20

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